Inspirica Inc. (formerly St Luke's LifeWorks)
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
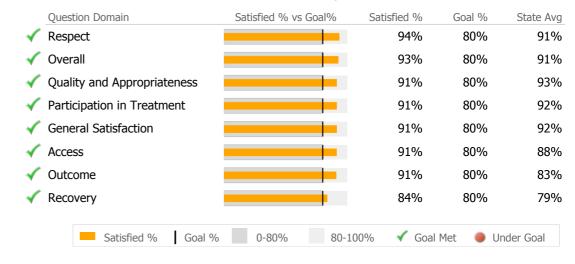Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	103	94	10%	
	Admits	11	12	-8%	
	Discharges	12	8	50%	▲
	Service Hours	411	484	-15%	▼
	Bed Days	2,667	2,313	15%	▲

▲ > 10% Over 1 Yr Ago   ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Residential Services		58	52.3%
	Case Management		31	27.9%
Addiction				
	Residential Services		18	16.2%
Forensic MH				
	Crisis Services		4	3.6%

Consumer Satisfaction Survey   (Based on 82 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Respect		94%	80%	91%
✔	Overall		93%	80%	91%
✔	Quality and Appropriateness		91%	80%	93%
✔	Participation in Treatment		91%	80%	92%
✔	General Satisfaction		91%	80%	92%
✔	Access		91%	80%	88%
✔	Outcome		91%	80%	83%
✔	Recovery		84%	80%	79%

Satisfied % | Goal %   ▢ 0-80%   ▢ 80-100%   ✔ Goal Met   ● Under Goal

Client Demographics

Age

	#	%		State Avg
18-25	2	2%	▼	13%
26-34	11	11%	▼	22%
35-44	9	9%		19%
45-54	33	32%		24%
55-64	43	42%	▲	17%
65+	5	5%		5%

Gender

	#	%	State Avg
Male	61	59%	58%
Female	42	41%	42%

Race

	#	%		State Avg
White/Caucasian	58	56%		66%
Black/African American	38	37%	▲	16%
Other	3	3%		13%
Am. Indian/Native Alaskan	2	2%		0%
Asian	2	2%		1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				3%

Ethnicity

	#	%	State Avg
Non-Hispanic	86	83%	75%
Hisp-Puerto Rican	13	13%	12%
Hispanic-Other	3	3%	6%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%
Unknown			5%

Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Atlantic Park Apts 120-260
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	1	-	
Discharges	-	-	
Service Hours	51	40	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		15	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		15	100%	90%	85%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		92%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		�		33%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Colony Apartments 120-261
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	37	51	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		16	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	100%	90%	85%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	▢	▢		67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Gilead House 120-250
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	12	33%	▲
Admits	5	3	67%	▲
Discharges	3	1	200%	▲
Bed Days	1,113	911	22%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		71%	97%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		80%	76%
✔ SA Screen Complete		80%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	33%	60%	63%	-27%	▼
✔ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		16	100%	95%	97%	5%	
✔ Social Support		10	62%	60%	86%	2%	
🔴 Employed		0	0%	25%	8%	-25%	▼
🔴 Improved/Maintained Axis V GAF Score		6	60%	95%	66%	-35%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		13	241 days	0.8	93%	90%	91%	3%

☐ < 90%   ☐ 90-110%   ☐ >110%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Gilead Jail Div Respite 120251
Inspirica Inc. (formerly St Luke's LifeWorks)
Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	3	33%	▲
Admits	1	2	-50%	▼
Discharges	2	1	100%	▲
Bed Days	250	165	52%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	No Re-admit within 30 Days of Discharge		2	100%	85%	100%	15%	▲

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up within 30 Days of Discharge		2	100%	90%	100%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		3	88 days	0.8	91%	90%	74%	1%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Gilead Outreach120-262
Inspirica Inc. (formerly St Luke's LifeWorks)
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
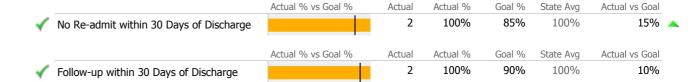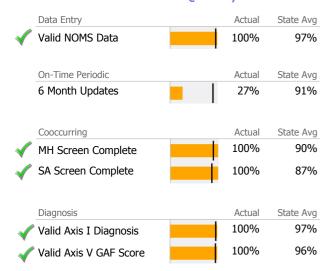Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	39	8%	
Admits	1	5	-80%	▼
Discharges	4	2	100%	▲
Service Hours	323	393	-18%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		3	75%	50%	72%	25%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		39	93%	60%	87%	33%	▲
✔	Stable Living Situation		41	98%	85%	92%	13%	▲
🔴	Employed		5	12%	25%	13%	-13%	▼
🔴	Improved/Maintained Axis V GAF Score		31	78%	95%	70%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		27%	91%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	87%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	96%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		38	97%	90%	95%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢			33%
Discharges		▢	▢	67%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 51 Active Residential Support Programs

McKinney Res. Aids 460832
Inspirica Inc. (formerly St Luke's LifeWorks)
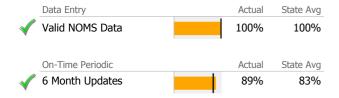Addiction - Residential Services - AIDS Residential

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	17	6%	▼
Admits	3	2	50%	▲
Discharges	3	3	0%	
Bed Days	1,304	1,237	5%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	100%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		89%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■	■	67%
Discharges	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	33%	85%	64%	-52%	▼
🔴 Follow-up within 30 Days of Discharge		0	0%	90%	33%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		17	94%	60%	70%	34%	▲
🔴 Abstinence/Reduced Drug Use		0	0%	70%	0%	-70%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		15	425 days	0.8	94%	90%	98%	4%

■ < 90%	■ 90-110%	■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 4 Active AIDS Residential Programs